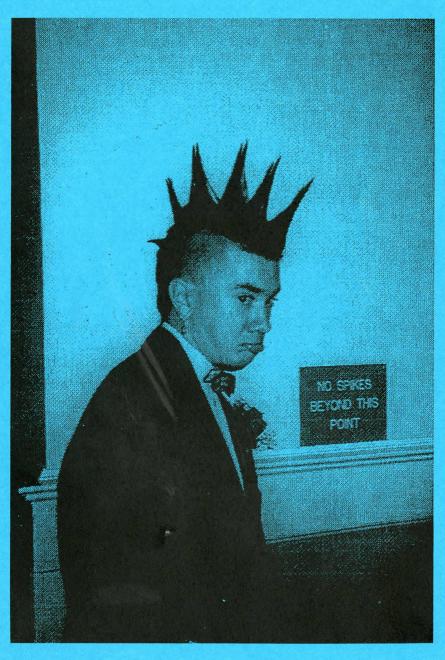
Rev. Richard J. Mackin's BOOK OF LETTERS

\$2.00

#4

CONSUMER DEFENSE CORPORATE POETRY



The Second Printing of Book 4... A study in market research.

Welcome to Book 4, second printing. As you may or may not know(or care) I have re-vamped the first 6 Books of Letters, taking out the filler, adding bonus work, making everything cleaner and neater. This book is the most obviously changed. Originally, the cover was a somber photo, with a caption "the serious issue", in regard to the fact that many letters had more politically important topics than making fun of product names and so forth. I then noticed that several stores that sell the books wouldn't sell as many of Book 4, since nobody wanted the "serious" stuff. Yet, I was widely praised for the photo on the back of the first printingme with my old mohawk spiked, at a prom, at a country club. (the spikes referred to in the sign are spiked shoes worn by golfers at said club.) Being a full on sell-out, I changed the cover to appease the public. (And I like it, too.) For the record, even the serious letters are silly to some point. I do write, ahem, "real" letters on occasion, but nobody would want to take them home and read them.

Okay, bye.

This is what the old cover looked like.

Dear Pepsi People,

- miles

Do you have a Satanic Shrine that all employees bow down to at the start of the day? Do you end staff meetings with a toast to evil, greed, and human misery while Chairman Wayne Galloway laughs in a deep Boris Karloff "A-voo-ha-ha-ha!" before returning to his coffin? I mean really, I cannot go through a day without seeing some sort of "boycott Pepsi" item.

In the last year alone, I have seen numerous incidents in which Pepsi tried to further rape the environment, work against human rights and mistreat workers. These all further my idea that your higher-ups are vampires; being immortal, they would have no fear of poison water or air, they would not worry about preserving the earth for their children, as vampires reproduce by turning humans into other vampires, not by conventional breeding. As vampires are not humans, they care not for the suffering of mortal men, much the way most men care little about animal suffering.

I realize that whoever reads this probably doesn't actually care about any of this and will merely send form letters in response. Please send the form letters regarding "Pepsi's care about the environment" "Pepsi's concern about Burma" and "Pepsi's commitment to make friends with the Staley workers."

I love those form letters. They are really convincing, and make me wonder why so many people want to boycott such a lovely company that never does anything wrong, ever. Did the father of the guy that writes these things use to write letters that say "Mr. Hitler is very committed to the well being of Jews, and that while he and the Polish disagree over ownership over Poland, both parties wish to acheive eventual peace in Poland.

Remember, this letter and any reply will be shared, so make it good. Until then, there is a boycott of ALL that you own: Pepsico, Pepsi, Frito-Lay, Taco Bell, Pizza Hut, KFC, Rush Limbaugh, etc, etc, etc,

In sincerity,

Rev. Richard J. Mackin 1191 Boylston St #33 Boston MA 02215

Dear Clairol,

I am writing to you because I am confused and dismayed at your Clairol Herbal Essance shampoo television advertisements.

Now, I realize that I may not be getting this correctly, but it seems to me that this ad is encouraging women to masturbate with your shampoo.

Now, I am a man, and so don't know exactly what it's like to have female genitalia, but wouldn't a soap product burn the tender mucous membrane? Or is that the point, in some way like the "no more tears" ad campaign of your competitors.

I think that this is a big risk for you to say that your shampoo is "orgasmic" the way you do. Think about it, the syrgeon gneral got fired for telling kids to masturbate, Imagine the trouble you'll be in if Clinton finds out what you are doing.

And while the end quote by the woman watching the commercial within-the-commercial is funny ala Bea Arthurs line in "Sleepless in Seattle", I am tired of women on T.V. making fun of male sexuality.

Should I buy your product for my fiance, can I use it too?

Please respond,

Sincerely,

Richard J. Mackin 1191 Boylston St #33 Boston MA 02215

CLAIROL

300 Park Avenue South New York, NY 10010 212 505-5179

June 23, 1995

wife

Mr. Richard Makin 1191 Boylston Street #33 Boston, MA 02215

Dear Mr. Makin:

Thank you for your recent letter regarding our Herbal Essence television commercial. We appreciate your sharing your thoughts with us.

In creating this commercial we drew upon the company's rich history of ground-breaking advertising that is both memorable and provocative, dating back to the "Does She or Doesn't She?" campaign of the 1950's. The current Herbal Essences commercial continues that tradition, but with a '90's twist that reflects the ability of contemporary women to laugh at themselves.

The commercial is intended to communicate the key product message -that Herbal Essences is a superior line of shampoos and conditioners
with natural, organic herbs and botanicals -- and if we've made the
viewer laugh in the process, so much the better.

Be assured that Clairol shares your concern that television commercials should adhere to public standards of acceptability and good taste. The Company is committed to this principle, while realizing that people will not always agree on matters of taste. Clairol regrets that, in this instance, our estimation of what is acceptable differs from yours.

That said, we do believe that the Herbal Essences commercial falls within the bounds of public acceptability and that it is light-hearted and entertaining. It was reviewed and approved for television broadcast by all the major networks including ABC, NBC and FOX. In addition, like all Clairol advertising, the Herbal Essences commercial was tested before a broad cross-section of U.S. television viewers and overwhelmingly accepted with a highly position response by the vast majority of respondents.

Since it is Clairol's goal to please all consumers, we are sorry that this ad was in any way disappointing to you.

Sincerely,

Irnetha matthews

Arnetha Matthews Administrator Consumer Affairs Department

1nm/1nm

2621300A

July 8,1995

Dear Snapple,

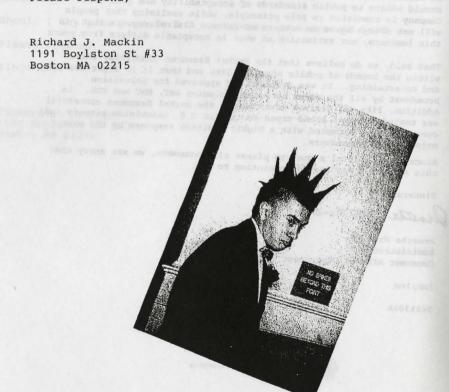
I am writing to you not only because I love your product, but more because I LOVE your commercials!

Not only are your commercials a relief from the horrible wasteland of Television ad slots, but they are just plain good. There is a relevant mixture of humor, "real folks" and product salemanship. They don't try too hard, and yet still bring something that has not been done before to my screen. I especially enjoy the unusual placement of the Spokeswoman in the lever right gorner into a grace of the spokeswoman in the lower right corner instead of smack dab in the middle. (this is the sort of thing that you start to care WAY too much about after going to art school)

I know that I would LOVE to be in one of your commercials, but I doubt that you would ever want ME to star in one. (see inclosed picture)

I am also interested in how you came to be called SNAPPLE.

Please respond,





July 18, 1995

Mr. Richard Mackin 1191 Boylston St. #33 Boston, MA 02215

in

Dear Mr. Mackin:

Thank you for writing to the Consumer Affairs Department at Snapple Beverage Corporation.

Snapple originated in 1971 as Unadulterated Food Corporation owned by Leonard Marsh, Hyman Golden and Arnold Greenberg. They became President and CEO, Chairman of the Board, and Chief Operating Officer, respectively. Snapple was purchased by the Quaker Oats Company on December 6, 1994.

The name Snapple is derived from a carbonated apple soda that was part of the original product line, however, it is no longer available.

In response to your inquiry concerning our "real people" commercials, we would like to explain how we approach our advertising. After we read and answer all the great letters we receive, they are forwarded to our advertising agency. Our agency selects twelve out of the 70,000 plus letters we receive annually to appear on our commercials. This is a very difficult decision. Although we know all the letters we receive are great Snapple originals, guidelines must be set to narrow the decision.

Thank you for being such a big fan and wanting to help us advertise our product.

We would appreciate your continued patronage.

Sincerely

Down Ferro

Consumer Affairs Representative

DJF/cl

0057679A

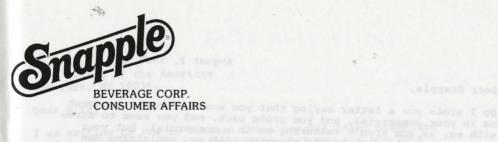
Dear Snapple,

You know, I was going to write you a letter about how a lot of people THINK that you support pro-life groups (at least the militant violent types) even though you don't. I was going to talk a big bunch about how you should combat that and how you are really a nice company. Then I heard about Wendy, the "Snapple Lady" the former consumer relations representative. I think it was great that she became a star, but did you actually fire her when you changed your ad campaign? I mean if you did, you realize the counterproductivity of Snapple firing the Snapple Lady, don't you? Snapple losing the Snapple Lady is like losing your symbol, and for her to no longer be the Snapple Lady means that she's just "the lady".

And another thing, I appreciate free samples. I really appreciate the "Snapple people were here, if you missed us, call and we'll send a coupon" posters. But did you really think about the image you put on these posters? A smiling cartoon head with Snapple bottles for teeth may SOUND cute, but instead it looks like the victim of some horrible dental condition or perhaps a member of the Pogues. Is that the image you want to stand for your sweetened soft drinks? Please explain.

Thanks,

Richard J. Mackin 1298 Commonwealth Ave #4 Allston MA 02134



October 2, 1996

Mr. Richard MacKin
Apt. 4
1298 Commonwealth Ave.
Allston, MA 02134

Dear Mr. MacKin:

Thank you for writing to the Snapple Consumer Affairs Department.

Wendy Kaufman still plays an important role at Snapple. She is actively involved in letter fulfillments and responding to consumer letters.

Thanks for being a Snapple fan! I have enclosed a coupon for use towards your next purchase of Snapple. Our coupons have a 90 day expiration date and are accepted in most major grocery stores. Keep on drinking Snapple "The Best Stuff on Earth"!

Sincerely,

Michele Mac Mahon Consumer Affairs Representative

7

MBM/DJ#

Enclosure 0281216A Dear Snapple,

So I wrote you a letter saying that you would probably not want me in your commercial, and you wrote back, and you seem to agree with me, as you aren't featuring me in a commercial, but your tone seems as if you are DIS-agreeing with me, explaining how your policies work and all. I find it odd that you would get confrontational, considering I said you wouldn't use me. I would think your reply would be something along the lines of "You're right, here's some coupons." I don't get it.

And another thing. In these commercials, there is one where a kid in detention writes you, and you reward him with cases of Snapple. Do you think that is fair, that young troublemaking upstarts recieve free drinks so their punishments become fun, while hard working honest citizens like myself get attitude when I try to be friendly. The message here is that breaking the rules gets you free beverages. Not a very responsible one in this day of family values.

Please Respond,

Richard J. Mackin 1191 Boylston St #33 Boston MA 02215

Tate & Lyle PLC c/o Domino Sugar 1114 Avenue of the Americas New York, NY 10036,

rite

Dear Sirs, Table 1 all de le core 1 boy seu 1 sadi yes di vadad de 1 I am writing to you in concern for a boycott being organized by Unions because you are forgetting that you are not 20's cartoon stereotypes. I am very disappointed that the great company that was immortalized by T.V.'s <u>BEWITCHED</u> has gone down the tube. And as for mister Tate, what happened to your old parter, Ed McMahon?

Please Respond,

Richard J. Mackin 1298 Commonwealth Ave #4 Allston MA 02134

June 1,1995

Dear Schick,

I am happy to say that I use your razors. While I find them to be good products, I must Say that the primary reason I use them is because You aren't Gillete. You see, I live in Boston (aka Beantown) where Gillete lives, and you can't swing a blind lab rabbit without hitting their razors. But since they hack up cute furry animals, and you don't, you get my money.

Please make a commercial that makes a parody of the fact that your name sounds like "schtick".

Please send me free stuff. Thanks,

Richard J. Mackin 1191 Boylston St #33 BOSTON, MA 02215

CARTER-WALLACE, INC.

1345 AVENUE OF THE AMERICAS

NEW YORK, N Y. 10105

TEL: (212) 339 5000 FAX (212) 339 5100

April 28, 1995

Mr. Richard J. Mackin 1191 Boylston St. #33 Boston, MA 02215

Dear Mr. Mackin:

In response to your inquiry, we regret to advise that we do not have a compilation of the requested information available for distribution and general use.

Once again, thank you for your interest in Carter-Wallace and for giving us the opportunity to respond.

Sincerely,

CARTER-WALLACE, INC.

Deirdre Tobin

Consumer Relations Representative

19950413020

May 27,1995

Dear Gillete,

Hi. How is the Animal Torture business?

I am interested in torturing animals and were wondering how I would go about working for you.

Oh, by the way, when you say "Gillete, the best a man can get", you should specify that you mean the best SHAVE a man could get. I am pretty sure that most men would place many objects, actions and concepts as better than shaving.

Thank you, Pleas respond,

Rich Mackin
1191 Boylston st #33
Boston MA 02215



World-Class Brands, Products, People

June 23, 1995

Mr. Rich Mackin 1191 Boylston St. # 33 Boston, MA 02115

Dear Mr. Mnckin:

Thank you for sharing your opinion about the humane treatment of minials. The Gillette Company is very interested in learning from you and other consumers how you feel about our policies as well as our products. That is why we record all contacts with the public and try to respond individually to all matters brought to our attention.

I am pleased to inform you that, in fact, the Gillette North Atlantle Group (United States, Canada, Western Europe) does not test its finished cosmetics products on animals and has not for several years. For example, the Gillette Series male tolletries line and the White Rain Essentials line were launched in recent years without any laboratory animal testing on the products themselves. The Company's subsidiary, Jafra Cosmetics International, has not used laboratory animals in finished cosmetic product testing since 1987.

Like other responsible consumer product minimfacturers, however, Gillette has not renounced testing on drug products or all ingredients, especially when required by the laws of the countries in which we sell our products. When drug products are developed or when new ingredient combinations are used in consumer products, the data obtained from animal tests is sometimes the only way to establish safety. In fact, it is principally the safety data gathered from previous animal tests, supplemented by in vitro tests and human esperience, that now allow L'Oreal, Gillette and other companies to avoid testing finished cosmetic products.

Our commitment to reduce the use of animals in all tests and to avoid testing on finished products is reflected in our use of animals over the years. In 1986, the first year for which Gillette gathered and voluntarily released animal test data, 1,349 rabbits were used (among 4,953 animals overall), and in 1993 only 65 rabbits were used (among 2,304 animals overall). Gillette is the only major consumer products company to annually release this data. Of course, we all look forward to that day in the future when science has developed reliable afternatives and we can forego the use of laboratory animals entirely.

You should know that Offlette is an industry leader not only in reducing testing but also in developed technology that ultimately may eliminate the need to use laboratory animals. Gillette has invested more than three nillion dollars in the past five years in the evaluation and development of afternative tests. One hopeful sign of progress is that just last year the Gillette in Vitro laboratory succeeded in growing human corneal cell lines. This is a significant technological feat that may someday play an important role in replacing animal eye irritation tests.

In addition to maintaining our own in vitro inboratories, Gillette provides financial support to the Center for the Advancement of Alternative Testing at Johns Hopkins University, the Fund for the Replacement of Animals in Medical Experiments in the United Kingdom and to the Cosmetic, Toiletry and Fragrance Association.

We have also participated in regulatory agencies' work groups to explore alternatives to animal testing. These include efforts by the U. S. Food and Drug Administration, the Environmental Protection Agency and the Consumer Product Safety Commission.

As an example of Gillette's openness in communicating its position, I have enclosed additional information concerning our efforts to reduce animal testing. I hope it helps address any additional questions you might have.

I am glid that you contacted us and have allowed us to provide you with this further information. Just as we at Gillette believe that you are sincere and caring in your concern for the humane treatment of animals, we hope that, whether you agree or disagree with our position, you understand that we are sincere in our concern with your safety and that of our employees.

Sincerely,

Kay Whitchurst,

Director, Consumer Service

July 24,1995

Combos Mars, inc. Hackettstown, N.J. 07840

Dear Combos People,

I am in a band called Top Dead Center. Today we were recording songs for our next release when Nat, the bass player, went out to the nearby convenience store for a drink and a snack. He gleefully returned with a bag of COMBOS Cheddar Cheese flavor snacks. To our collaborative dismay, it was discovered that not all of the Combos were filled with cheese, but instead were merely pretzel tubes. It would be bad enough to see that the cheese had fallen out, but it seems as if NO cheese was EVER put inside! Not only did this greatly reduce the desirability of the product, it destroys the idea of them being called Combos! With only one ingredient, nothing is combined, so it is not much of a COMBO then is it? Nat was so annoyed and preoccupied with this travesty of snack food that he was unable to play bass for the rest of the evening.

The secret code on the bag was 519EA 51.

Please give me something I can tell Nat to console him. only 65 rabible were used treated 2 Year animals averally, stations is the anily surjey construe

Thank You Thank the state of th

Richard J. Mackin 1191 Boylston St #33 Boston MA 02215

Dear Dole Vegetables,

I think that Bob Dole is an idiot! He is a total hypocrite who is clearly in the back pocket of Hollywood industry, such as Warner Brothers, and then has the nerve to say that movies are the downfall of our society! Not only is he providing for a scapegoat for lazy or just plain bad parenting, but is confusion of symptom with cause! He is especially wrong by criticizing well made artistic projects that explore the problems in our society, while he says that shoot-em-up male fantasy might makes right like TRUE LIES is good family entertainment! You guys better shape up if you want to be in the government, or else you are going to be stuck in this vegetable business forever!

Richard J. Mackin 1191 Boylston St #33 NO REPLYI

Boston MA 02215 P.S. I often visit STEW LEONARD'S in Norwalk, Ct. Please update the giant singing celery and lettuce, they've been singing the same jingle for years.

Dole Vegetables,
Dole Package Food Corp,
West Lake Village, CA
91362-4013 Dole Vegetables,

Dear Dole,

Bob Dole seems to want to alienate homosexuals so much, it's a wonder why he owns a company that deals with fruit, if you know what I mean.

His big thing now is that homosexuals should not be able to be legally married. He says that Homosexual marriage is the downfall of good ol' family values, and is tearing our morality apart, breaking down the American family. The thing is, families don't fall apart because of gay weddings, families fall apart because of things like divorce. Bob Dole is divorced.

Now, think about it. Bob Dole wants to be President. He blames gays for breaking up families. Divorce breaks up families. He is divorced. If he is elected, he gets to live in the White House, a big building with LOTS OF CLOSETS, if you know what I mean.

Please Respond,

Richard J. Mackin 1298 Commonwealth Ave #4 Allston, MA 02134

Robert J. Mahr

NO REPLYI

P.S. Please change the songs that the Animated lettuce and celery sing in the store STEW LEONARD's in Norwalk, CT. I visit there every couple months, and the song has been the same for like 8 years. Thanks.

Dole Vegetables, Dole Vegetables,
Dole Package Food Corp,
West Lake Village, CA
91362-4013

May 16, 1996

So, Bob Dole has decided to quit the Senate and devote his time fully to running for president. I think that is a good idea. A leader should lead by example and the most important thing Americans should have an example of is how to quit what you are doing in order to pursue something better. I know many Americans end romantic relationships in order to pursue new, preferably better ones, but I think it can go far beyond that.

Leaving the Senate to become President is a good metaphor for high school students who would like to go to college. Obviously college is better and more important than high school, so seeing Dole's lead, students should drop out of high school to devote their full attention to college applications, which we all know are very time consuming, and touring campuses, much the way candidates must tour the country.

Historians at this point may bring up primitive man who would go out and hunt animals. Often they would find a worthy meal, hit it a few times, but then leave the job unfinished if a more appetizing creature walked by. Amazing that our primitive ancesters had so much in common with elected officials of today.

Yes America. Bob Dole has spoken. He wants to be President. And he has shown he's committed enough to this to break his previous commitments. He is reponsible enough to shirk off his responsibilities. What a president he will make for as long as he wants to be president and not become something else! Hooray!

Richard Mackill
1298 Commonwealth Ave #4
Aliston MA 02134

July 15, 1996

Mr. Richard Mackin #4 1298 Commonwealth Ave Allston, MA 02134

Dear Mr. Mackin:

Thank you for taking the time to contact us about Dole products. We are always happy to provide information about our products.

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We've enclosed some additional materials that we think you'll find useful. If we can assist you in any other way, please call us toll-free at 1-800-232-8888. Thanks again for taking the time to contact us. It's always our pleasure to serve you in any way that we can.

Sincerely,

Sheib Jackson
Sheila Jackson
Consumer Specialist

SMJ

Transcript from answering machine message dated July 10, 1996

Hello? This is Dole Foods in California calling for Mr. Mackin. Mr. Mackin, in regarding to your letter, we wanted to let you know that Senator Robert Dole is NOT affiliated with Dole Foods whatsoever. If you'd like to give me a call back I'm at 1-(800)-232-8888.

I'll be happy to re-route your letter if you'd like to maybe the appropriate Republican party office or another department, but again, we are not affiliated whatsoever, so if you'd like to call me back here in California, we're here 8-4.

May 11, 1995

Dear Long John Silver's

First of all, I think it is extremely poor taste to name your chain after a porn star.

Second of all, do you ever get people who are confused between you and John Silber, Boston University President and former MA Gubernatorial candidate. He only has one arm. I think it was funny that they showed "the fugitve" at BU last year. There is a joke that his autobiography is called "Mein Campus".

Anyway, I was watching your commercials and I noticed that you show the company president "Mr. Bigfish". Now, I guess that there is a real president that is quite human, and that the giant Icathrope is a novelty joke, but still, do you really think that a fish, even a giant walking armed air breathing fish, would be so keen on selling off the dead bodies of his brethren? People say that it's like Charlie the Tuna, but he just wanted to do himself in. (i guess he was depressed), but this fishy uncle Tom is a betrayer of his entire phylum!

I dunno, it kinda creeps me out.

Please respond.

Richard J. Mackin 1191 Boylston St#33 Boston MA 02215

Dear annoying phone company people,

Now see here, the very fact that I have a phone in my name should give you some sort of clue that I am a mature adult capable of making decisions, many of which are far more complex and personal than my phone company. You should also know that I already have a phone company, since you are using my phone lines to call me up and annoy me with your offers. So if I don't subscribe to your brand of service, there should seem to be a reason, dontcha think?

Now, when one of your annoying phone staff calls me up the first thing that is usually said is something to the effect of "Hey there Mr. Mackin, how would you like to save 50% on your long distance bills." Invariably I ask if the annoying person knows what my current long distance expenses are and invariably they say "no". But they do tell me that if I subscribe to your service and get a special type of thingy, I can save 50% off the normal rates.

What you are saying then is "Even though we can't say you will be paying less than you are now, if you get a special plan, certain calls will be only hat of the fee that we will normally charge you!" Wow, lucky me. If you can make a profit while charging me half the normal rate, aren't you then charging twice as much as you need to? In any case, you are obviously taking in too much money as it is, or you wouldn't be able to afford to hire people for the express purpose of calling me up and annoying me.

Please respond

Richard J. Mackin 1191 Boylston St 33 Boston, Ma 02215

Dear Duracell,

Do you know that many companies have ways that they test their ad campaigns before releasing them on innocent TV viewers.

For instance, if you tested your current ad campaign, people would say things like "Boy, that was stupid, and somewhat creepy" or "not only was that obnoxious, but it had nothing to do with the product"

Now, I don't know wher YOU live, but here in Beantown, people are made out of flesh, not plastic. And we fuel ourselves with food. Nobody, I stress, NOBODY, has a big battery in his/her back.

Let me know if you have a big battery in your back. Come to think of it, let me know if you even SELL batteries that big.

Please write back,

Richard J. Mackin 1191 Boylston St#33 Boston MA 02215

P.S. That painting was NOT reminiscent of early daDaism, or of any form of Dadaism at all!

IRACELL USA

a division of Duracell Inc.

Berkshire Corporate Park • Bethel, CT 06801 USA Berkshire Corporate Park • Bethel, CT 06801 USA
Telephone 203-796-4000 • Fax 203-796-4187

June 29, 1995

Mr. Richard Mackin 1191 Boylston St. Boston, MA 02215

Dear Mr. Mackin:

Thank you for your recent letter. Consumers don't always take the time and effort to share their concerns with us, and we do appreciate your comments.

so, voluer a crystals force like groun

We are sorry that you find our Putterman Museum commercial offensive. It is certainly not our intention that it be insulting or demeaning to any population. That was the farthest thing from our minds. A copy of your letter has been forwarded to our Marketing Department for their review.

The Putterman commercials were chosen for a number of reasons including the humor and warmth of the personalities. A fictitious family, the Puttermans are presented in a generic environment which Duracell uses to highlight the positive aspects of our product and the benefits of using our batteries rather than a competitor's. I assure you that there are no intentional innuendoes in the format or content of our commercials.

We are truly sorry that you dislike our commercial and want you to know that your comments are important to us. Enclosed are some complimentary coupons we hope you will be able to use. Thank you for being such a dedicated Duracell fan.

Very truly yours,

S.O. Farell M. Sharon O'Farrell Consumer Relations Manager

Enclosures

Dear Folger's

Feb 6,1995

So, Folger's crystals looks more like ground roast Please send me some photographic documentation of ground roast coffee with crystals. I mean, it would seem to me that the whole point of crystals in coffee is to make it stand out from all other coffee, but then again, what do I know, I was stupid enough to not understand why your company sponsored death squads in Central America.

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Please respond,

Rev. Richard J. Mackin, M.O.P.
1191 Boylston st 33
Boston, MA 02215



March 14, 1995

REV RICHARD J MACKIN 1191 BOYLSTON ST 33 BOSTON MA 02215

Dear Rev. Mackin:

Thank you for writing to Procter & Gamble about Folgers Crystals. We appreciate the time you took to share your comments with us.

I assume your letter refers to several new TV ads comparing our crystals to another freeze dried coffee. Those ads state that our Instant Folgers Crystals are darker and richer than freeze dried coffee and closer in appearance to ground roast, which is also dark and rich. True, the ground roast coffee does not have the shiny crystals visible in a jar of Folgers Crystals. We stand by our statement that the appearance of Folgers is closer to ground roast than a pale freeze dried instant coffee.

Interestingly, the process for making instant coffee begins the same as the process for ground roast. A blend of coffee beans is selected for flavor, strength and character and are roasted and ground.

The ground coffee is percolated with sterilized water to make brewed coffee. The brew is put through an involved process to separate out the granules. An additional processing step in which the granules are milled under steel rollers gives our instant the familiar crystal appearance. In effect, the rollers cut some of the granules which also releases extra flavor.

I'm sorry you find the ads objectionable and I will share your comments with the Advertising and Marketing Managers responsible for Folgers Coffee.

I would like to address your comments about Central America. You refer to a boycott of our product which was initially organized by Neighbor to Neighbor. That organization declared an end to its campaign against Folgers brand on March 20, 1992.

We, as a Company, and many other individuals and companies have strongly believed that the boycott action was misguided and not in the best interest for the people of Bl Salvador. Still, while we and the boycotters have disagreed over tactics, we have shared the same goal: peace in Bl Salvador.

To that end, P&G and the other leading U.S. coffee companies actively expressed our support for the peace process to the U.S. State Department, United Nations and the Salvadoran people. We are delighted that peace has now been achieved.

Thanks again for writing. We value you as a consumer. And because we want you to continue using Folgers Crystals with complete satisfaction, I am enclosing a coupon for your next purchase. If you have questions or comments in the future, you may find it convenient to call the toll-free number listed on all our product packages.

Sincerely,

Joyce Ginney Consumer Relations Folger Coffe Co. PO Box 599 Cincinnati, Ohio 45201-0599

Dear Folger's;

Thank you for writing back regarding my last letter.

I think that it make sense for you to compare the dark color of Folgers Crystals to dark ground roast, even though ground roast doesn't have crystals. Maybe you should toss in the latter as a disclaimer. I don't find your ads objectionable, I just thought they made no sense. I don't find it interesting that instant coffee is made in a similar way to ground roast. I figure that the similarity is probably linked to the fact that both products are COFFEE.

I did not refer to a boycott organized by Neighbor to Neighbor, I referred to the fact that Folger's sponsored Death Squads in Central America. Whether or not a group that organizes boycotts decided to shift focus does not change the fact that Folgers did something morally reprehensible; ie; killing people!

I am glad to see that you feel the boycott was misguided. Obviously, you would rather not lose business. Suprise suprise. And I understand that you and the boycotters disagree over tactics, for instance, they BOYCOTT and you SPONSOR DEATH SQUADS!

I would like to address the individual reading this... You are working for a company that, when charged with MURDER, does NOT deny the charges, but instead says it wants Peace. Does that seem at all wrong?

Please respond. Your reply is being waited on by others beside myself.

Rev.Richard J. Mackin Minister Of Peace

1191 Boylston St #33 Boston MA 02215 NO REPLYI

you begon questions ut of ments in the finishes, you may find it convenient to cell the hell-free mester lieved on all our you April 29, 1995

Dear Budweiser,

والمنه

So you are the King of Beer, huh? Let me explain something, this is AMERICA! We don't go for kings here. We like our heads of state elected! We rebelled against the concept of Kings and their concept of rule by some random in-bred long ago. Come to think of it, one of the big players in that there revolution was SAM ADAMS. Sam Adams also made beer. Do you see my point?

Please Respond.

Richard J, Mackin
1191 Boylston St 33
Boston MA 02215

P.S. Why is there a big Budweiser banner at the GAS STATION on my block? What kind of socially responsible bull hooey is that?

P.P.S. Do you folks that work for "BUD" actually drink the stuff. I mean, It's really crappy, and I figure if you get paid enough, you can buy real beer.
P.P.P.S. Is it true that in Germany there were Budweiser commercials that said "If you don't want a soda and you don't want a beer, why not try something that's a little of both?"

May 11,1995

Dear Pizza Hut,

First of all, if Adolf Hitler were alive, would you pay him to appear in your ads?

Rush Limbaugh. Rush, as in "I am in a RUSH to eat". Limbaugh, sounds like "limbo". The republican version of Barney the dinosaur. And this is your spokesman.

Never mind the fact that this guy has been proven to be a liar, a man that makes up bits of information and says they are fact.

Never mind that having a famous liar endorse your product essentially means that your product is not desirable. No, never mind that at all.

Instead, consider this. You sell food. The spokesperson is a big fat guy. Nobody wants to be big and fat. So, nobody would want to go to your establishment, because eating your food will make them a big roly poly fatty like Rush.

Prove me wrong. Please respond,

Richard J. Mackin 1191 Boylston St #33 Boston, MA 02215 Dear Pizza Hut Customer:

Thank you for contacting the Pizza Hut Customer Satisfaction Hotline. Please accept our apology for having disappointed you. You have our assurance that it concerns us anytime we fall short of our goal of 100% customer satisfaction. The details of your experience have been sent to our local management for their immediate investigation and action.

We do appreciate your business and hope you will give us another opportunity to serve you.

Sincerely,

前

Pat

Customer Service Representative

Pizza Hut.

Customer Satisfaction

Pizza Hut.

Customer Satisfaction 2100 Powers Ferry Road Suite 200 Atlanta, Georgia 30339-5014

Rj Makin 1298 Comm Ave #4 Boston, MA 02134

Mandanhalalalalalllaadhidad

Dear Anyone at the White House.

This last presidential election, my friends and I decided to have an election night party. Having all already voted (most, if not all, of us for Clinton- and that's for curiosity's sake only) we sat down to a feast of Busch beer (in honor of Pres.Bush) and perogies (in honor of Perot) and listened to any saxophone and Elvis music we could find (an admittedly horrible stretch at honoring Clinton) while we watched the results. At the realization of Clinton's victory we began to discuss non-political issues relevant to the change of presidents. Most of the discussion centered on the actual White House as a house- who decorates it? Does the First family have to provide their own furniture, etc. Obviously, these are not important issues, but we found them interesting enough to investigate, so we called the White House and asked.

Now, I realize how stupid and trivial these questions were, so I prefaced with "I know this is a dumb question,but..." and ended with "...or is that just too trivial to bother you with?" I thought that this would be a good way to give the operator a chance to say "No, it's too trivial to bother with, I'm afraid I can't help you, good-bye." She could have even told me how stupid I was, or be nice enough to tell me how I can find the answer to a legitimate, although admittedly stupid, question. All she did was hang up.

I just think that taxpaying, voting citizens deserve to be treated a bit more polite than that. Even if a question can't be, won't be, shouldn't be or doesn't deserve to be answered,

haddadhagadhaladadhalladhadhaadh

it still can be addressed.

Thank you very much for your time and patience. God Bless America!

R.J. Mackin 1191 Boylston St# 60 Boston, MA 02215 USA

Dear Black Flag,

1/9/95

Are you named after Henry Rollins' old punk rock band or are they named after you? Actually, it was called Black Flag before he joined, at first the singer was Keith morris, who later went in to the Circle Jerks. Also, black flag means Anarchy, and in Europe, where Anarchists have their own party, they march with black flags. I think I heard that the German nazi army at waterloo had blak Flags when they defeated Napoleon. is that why you are called black Flag, because you kill little pests, like Napoleon?

Please respond.

Richard j.Mackin 1191 Boylston st 33 Boston, Ma 02215

sent to Black Flag Reckit and Colman Wayne Nj 07474

Old El Paso Foods
Consumer Affairs
P.O.Box 66719
St.Louis,MO
63166-6719
Dear Folks;

Dear Folks;

Enclosed are the 4 side panels, as per your instructions "Comments? Recipes? Mail 4 side panels and your comments to... " My QUESTION (Which you don't seem to encourage) is WHY do I have to send 4 side panels? Isn't a proof of purchase enough for you people? Why do I have to send you anything? If I was going to be nice enough to send you a recipe, I don't think it should require anything of me! I'm contacting YOU to be nice! It's not as if I'm falsifying a complaint and am looking for coupons or anything that would require proof of purchase! Nope, even a friendly comment or recipe requires work on my part!

Ricardo Mackin 1191 Boylston st 33 Boston MA 02215

P.S. Why aren't you located in El Paso?



October 18, 1994

Pet Incorporated Consumer Affairs Department P.O. Box 66719 St. Louis, MO 63166-6719 (314) 622-7700

Mr. Ricardo Mackin 1191 Boylston Street 33 Boston, MA 02215

Dear Mr. Mackin:

Thank you for taking the time to contact Pet Incorporated. We appreciate your comments regarding OLD EL PASO Soft Taco Dinner.

We request the 4 side panels not because we feel our consumers are falsifying a complaint or looking for coupons it is requested so if there is a problem we are able to track the product and help us prevent a reoccurrence. The production code numbers are stamped on one of the four side panels at the time of manufacturing and without these codes we are unable to follow up.

All comments from our consumers are appreciated as they help us to continuously evaluate and improve our organization. Your comments, along with other comments we receive, have been forwarded to the appropriate personnel for their review.

Thanks again for taking the time to contact us. We've enclosed a several coupons which we hope you will use and enjoy.

Sincerely,

Joyce Hofer

Consumer Affairs Representative

10/17/94 122/1A 2482

JH/1h

enc: 3 Coupons RP38

PET

Upjohn Company Kalamazoo, MI 49001 USA

To whom it may concern:

I recently purchased some of your MOTRIN IB. I was not originally aware that it was made by you, a company that I usually hear in association with Rogain with Minoxodil and charges of environmental nastiness. I have two questions for you...

- 1) Except for Rogain, a hair growing product or chemical of some sort, I usually only hear of Minoxodil as a spermicidal lubricant. What gives it these two strange and unrelated properties? Is it true that it also kills the AIDS virus?
- 2) Why do you put the ball of cotton in the Motrin Bottle so deep that it almost impossible to get out?

Please respond. Thank you?

Ricardo Mackin 1191 Boylston #33 Boston MA 02215 USA

THE UPJOHN COMPANY

7000 PORTAGE ROAD KALAMAZOO, MICHIGAN 49001-0199, U.S.A.

PROFESSIONAL AND TRADE RELATIONS Customer Information Unit TELEPHONE: 1 (800) 253-8600 or (616) 323-6004 FACSIMILE: (616) 323-4551

September 7, 1994

Ricardo Mackin 1191 Boylston #33 Boston MA 02215

Dear Mr. Mackin:

Thank you for your letter in which you asked about our products, MOTRIN® IB and ROGAINE® brand of topical minoxidil solution.

Minoxidil is the active ingredient in two products marketed by The Upjohn Company. LONITEN® Tablets are indicated for the treatment of hypertension. In development of this product, the hair growing properties of minoxidil were observed. The Upjohn Company later developed the product known as ROGAINE® brand of topical minoxidil solution. The FDA approved indication for ROGAINE is for hair growth, for use by men and women. The Upjohn company is not aware of the use of minoxidil as a spermicidal lubricant or as a cure for the AIDS virus.

Regarding your question about the cotton in bottles of MOTRIN® IB, the cotton is placed in the bottles to prevent shaking of the tablets which may cause the tablets to break up during shipping. We are sorry if this causes any inconvenience to you. May we suggest that you use a tweezer or tip of a spoon handle to assist in removing the cotton.

As an expression of our appreciation for your interest in our products, we have enclosed a set of coupons for Upjohn products. The Upjohn Company has been dedicated to serving the medical needs of patients for decades. We hope to continue providing improved health care for you and future generations.

Sincerely.

Kalann M Snook Raeann M. Snook Customer Information Specialist Dear Gillete Pen People,

I just read an article in ADVERTISING AGE magazine regarding the fact that you are spending about \$20 million dollars on ad campaigns for pens made by divisions of your company, because they are too similar. Good thing you are spending all that money, it would really stack to just make 1 kind of pen.

Your senior Vip in account directing, David Weiss, says "When you own two brands in the same category, you need clear-cut identities for each...We needed to find the core essence of each brand." You people have too much free time. We're talking PENS here kids. These little things that you write with and lose. They are mass produced, not something that defines individuality. If people think that 2 types of pens are toosimilar, maybe that means something. As if the world doesn't have enough useless products, redundant advertising and stupid consumerism, here comes Gillete and their millions! Beware consumers, you will memorize the petty differences between the 2 Gillete overpriced pens. BUY MORE! CONSUME MORE! BUY ONE OF EACH AND SEE THE DIFFERENCES! Hey, maybe you can have Pepsichallenge type commercials! Don't develope a personality of your own, BUY A PEN, and let IT say who you are!

Please respond,

Richard J. MAckin
1298 Commonwealth Ave #4
Allston MA 02134



World-Class Brands, Products, Peupla

July 14, 1997

Mr. Rich Mackin 1298 Commonwealth Ave #4 Boston, MA 02134

Dear Mr. Mackin:

Thank you for requesting information about The Gillette Company. I have enclosed some literature, and I hope you find it both interesting and useful.

If you ever have any questions about a Gillette product, please call me toll free at 1-800-Gillette (455-5388). I'll be happy to help in any way I can. Again, thank you for your interest in Gillette.



Frito Lay people:

I am looking at a bag of SUN CHIPS. I am looking at the ingredients. I am looking at the 3 lines that say "Imitation Parsley(Corn Starch, Gum Arabic, Artificial Colors(including Blue 1 and Red 40), Glycerol, and extract of Tumeric)

IMITATION PARSLEY?

Do you know what parsley is? It is the stuff that is mostly familiar to the American public as the stuff that restaurants put on plates to look nice. Even on the episode of T.V.'s The Flintstones, when Fred and Barney open up a diner, it is mentioned that they buy parsley for people to throw away. Somewhere out there are a few people that actually do use parsley as a subtle flavor additive, but as I understand, they use PARSLEY, not a chemical composite. Not only do I not understand why anyone would add parsley to a snack chip, let alone what would possess you to create a parsley substitute.

The only thing that I would think would inspire someone to create such a thing is the same activity that most people do immediately before munching on Sun Chips. (hint-MUNCHING).

Please Respond,

Richard J. Mackin 1298 Commonwealth Ave #4 Allston MA 02134.



November 10, 1995

with

Mr. Richard J. Mackin 1298 Commonwealth Ave #4 Allston, MA 02134

Dear Mr. Mackin,

Thank you for contacting us regarding the ingredients in our one of our products. Parsley imparts a unique and subtle flavor that we desire for our product. In answer to your question, when fresh parsley is processed it turns a unappetizing shade of brown.

We are glad to provide you with this information and hope you find it useful.

We appreciate your loyalty to our many fine snack products.
Sincerely,

Pam Hammons Consumer Affairs

Enclosure: 1 55 Cents Off Coupon

9341810

Nov 18, 1996

Ken Bacon Pentagon Spokesperson The Pentagon
Washington, D.C.

Dear Mr. Bacon,

My civic duty and humanity call me to ask why it took 5 years for the government to acknowledge "Gulf War Syndrome", a mysterious health problem plaquing many Veterans of that misunderstanding in that Mid East country in which we taught Saddam a lesson. (Of course, we had to teach him another lesson recently, and he is still running a country) In those five years, these veterans could have been treated and perhaps cured, if only their country cared about them.

But what also plagues me is your name. Ken Bacon. Looks a lot like Kevin Bacon. Do you ever wish that someone made a game about you, trying to link you with other military figures in six steps or less?

Please respond,

Rev. Richard J. Mackin Minister of Peace 1298 Commonwealth Ave #4 Allston MA 02134

wite

Nov 2, 1995

Dear Al, or to be more likely,

Dear underpaid minion of Al,

My name is Richard J. Mackin. On April 10, 1995, I wrote to your company with a few questions about toilet paper, such as when and how it was first invented, why the squares are that size, etc. I think that the questions were worth asking, and that the maker of a product would be the best source for the information. The reply that I got back was essentially this...

Dear Mr. Mackin,
Thank you for your recent request, but unfortionatly, I am some low level cog in a vast money making machine that doesn't care the slightest about anything except feeding the suits upstairs already fat wallets, so I am not even going to acknowledge anything that you said in your letter, figuring that if the public is stupid enough to support our environment destroying policies, it must be too stupid to realize that it is getting snowjob replies.

Love, Snooky the underpaid wonk.

I find it especially interesting that while your own pay has gone from \$618,000 to over 3 million, you are cutting pay and/or jobs, so that there isn't a Scott employee that you can give a crappy few bucks to write me a half decent letter.

This is the second letter I have written about this matter, and the third to your company. DO NOT MAKE ME WRITE MORE.

Didn't you say that you want to be a "results-oriented business focused on serving (your) customers..." Well the result is an irate customer annoyed at exactly what you are serving him.

I would do better if I was you,

Richard J. Mackin 1298 Commonwealth Ave #4 Allston MA 02134

Dear Poland Springs,

I am mad as hell and I am not going to take it anymore! Your little charade has gone on Far too long and I am here to tell you that i amon to your little scheme.

Poland Springs, huh, poland, polish. And what are Polish people known for? Huh? We all know Polack jokes, right? Polacks are stupid. Polacks are the subject of ridicule. Polacks are so stupid that they would even buy something that they could get for free. I have seen Polish canned air in novelty stores, and I thought that THAT was distasteful humor, but to actually play a prank about how Polish people would actually buy water that should be free on such a grand scheme is the cruelist thing to be done to Polish people since Hitler's Invasion. Yes, don't think I haven't heard jokes about that, either.

Wouldn't you think that people who wouldn't want to drink tap water would put their money into environmental causes so that their local water would be clean instead of wasting it on some Bigoted company?

And stop using this MAINE motif. "what it means to be from Maine", "Maine offer", everyone knows that Poland is in Europe, not a part of Maine.

Richard J. Mackinski
1298 Commonwealth Ave #4
Allston MA 02134

Poland Spring Street S

Dear Military people,

In all of these military recruiting ads, there is a big case made for joining the military in order to learn job skills, and that employees prefer people with military backgrounds, and it looks good on your resume and all. If that is the case, why are there SO many homeless veterans?

Please respond, thank you.

R.J. Martin 1191 Boylston St 33 Boston, Ma 02215 NO REPLYI

105

April 6,1995

Dear Trojan Condoms,

Wasn't the whole big thing about Troy, and the Trojan war and all the Trojan Horse? Wasn't the Trojan Horse somthing that would be brought into the unsuspecting place so that all of the little guys could sneak out and wreck havok? Does this seem to be a metaphor for the exact opposite of what you want to happen here?

Please respond if you have a reason for this. Thanks,

Richard J. Mackin 1191 Boylston St #33 Boston MA 02215



Rev. Richard J. Mackin's BOOKS OF LETTERS #s 1-12

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OTHER STUFF
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